

Email error- Property is Read-Only

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When sending an email from AO and you come across the following error message:

" Property is READ ONLY"

This means that you are using OUTLOOK to send emails and there are some preferences in AO that need to be altered.

1. In AllOrders, go to COMPANY--> PREFERENCES--> GENERAL section (on the left)--> MY PREFERENCES tab--> EMAIL tab
2. If there is any information in the email tab please delete it. This area should be blank

***** if you do NOT SEE the EMAIL tab :**

- 1a.) go to COMPANY--> PREFERENCES--> EMAIL sections (on the left)--> UNCHECK the box that says " use MS Outlook for email" (this step will make the email tab appear)
 - 2a.) Now do steps 1 & 2 above
 - 3a.) Now go back to COMPANY--> PREFERENCES--> EMAIL sections (on the left)--> CHECK the box that says " use MS Outlook for email"
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